

Water Lines

SDW Hotline Report

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Top Ten Topics

| Topic | Questions (phone & email) | Percent of Total* Questions |
|------------------------------|---------------------------|-----------------------------|
| Tap Water Testing | 275** | 14 |
| Local Drinking Water Quality | 211 | 11 |
| Household Wells | 131 | 7 |
| Coliforms | 120 | 6 |
| Home Water Treatment Units | 102 | 5 |
| Other EPA | 92 | 5 |
| Public Notification | 85 | 4 |
| Lead | 83 | 4 |
| Consumer Confidence Report | 60 | 3 |
| Non-EPA Environmental | 55 | 3 |

*A total of 1,938 questions were answered by the Hotline (via telephone and email) in December 2002.

**Citizens who obtain their drinking water from private household wells asked 35% of the tap water testing questions.

| Calls | E-mails | Total*** |
|-------|---------|----------|
| 1,374 | 236 | 1,610 |

***A single call or e-mail may generate multiple questions.

Published Monthly

See past reports at

<http://intranet.epa.gov/ow/hotline>

Safe Drinking Water Hotline: National Toll-free No.: (800) 426-4791 or (877) EPAWATER

For More Information Contact:
Harriet Hubbard, EPA Project Officer
(202) 564-4621

Operated by Booz Allen Hamilton
Under Contract #GS-10F-0090J

Monthly Trends

Public notification plays an important role in alerting and educating customers of public water systems (PWS) about the quality of their drinking water. Public notices are often issued through mass media such as radio or newspaper. On December 13, 2002, the Boca Raton News newspaper posted an article about a three-day boil water order issued by the Palm Beach County Department of Health. The order was issued in response to positive coliform bacteria results found in 17 drinking water samples taken from 17 different locations by the Boca Raton Utility Services Department. The Safe Drinking Water Hotline was referenced as a contact for additional information on drinking water. The Hotline received 163 calls on December 13, 2002, which is 66 more calls than the second highest per day call total for the month of December (see chart of daily call data). The call spike on this day may be related to the newspaper article. During the entire month of December, a total of 83 calls, representing six percent of all calls received, were from citizens in Boca Raton, Florida. Questions ranged from whether a caller's residence was included in the service area of the order, in which the Hotline advised callers to contact their local public water system and health department, to whether coffee and tea percolators can adequately disinfect water, in which the Hotline advised callers of EPA's boiling guidance for emergency disinfection of drinking water.

What's New

Announcements:

- The Association of State Drinking Water Administrators (ASDWA) has selected James D. Taft as the new Executive Director of ASDWA effective February 1, 2003.

New Publications:

- *Lead in Drinking Water Regulation: Public Education Guidance*, EPA816-R-02-010, is now available at www.epa.gov/safewater/lcrrm/implement.html or by calling the Safe Drinking Water Hotline.
- *Revised Guidance Manual for Selecting Lead and Copper Control Strategies – DRAFT*, EPA816-D-02-013, is now available at www.epa.gov/safewater/lcrrm/implement.html or by calling the Safe Drinking Water Hotline.

New on the Safe Drinking Water Web Site:

- The Unregulated Contaminant Monitoring Regulation (UCMR) PivotTable has been updated to include the latest approved UCMR samples data and is available at www.epa.gov/safewater/data/ucmrgetdata.html.
- National Contaminant Occurrence Database (UCMR) has been updated allowing access to UCMR data, regulated contaminate data, Six-Year Review data and ambient/source water data. The NCOD is available at www.epa.gov/safewater/data/ncod.html.

Add This To Your Calendar:

| Who? | What? | Where? | When? | More Information |
|--|---|---|--|--|
| National Drinking Water Advisory Council (NDWAC) | NDWAC Conference Call Meeting on Hydraulic Fracturing, Underground Injection Control, and Coalbed Methane | EPA Headquarters | 12/12/02 | <ul style="list-style-type: none"> • Open to public |
| NDWAC | Contaminant Candidate List Classification Process Work Group | National League of Cities 1301 Pennsylvania Ave., NW, Washington, DC | 12/16/02- 12/17/02 | <ul style="list-style-type: none"> • Contact RESOLVE at (202) 944-2300 to attend |
| NDWAC | Small System Affordability Working Group | RESOLVE, Inc. 1235 23 rd St. NW Suite 275 Washington, DC | 12/18/02- 12/19/02 and 1/13/03 - 1/14/03 | <ul style="list-style-type: none"> • Contact RESOLVE at (202) 944-2300 to attend • Open to public • Limited seating |
| EPA | Arsenic and Surface Water Treatment Rules Training | Transmitted by satellite broadcasts to designated downlinks locations throughout the nation | 1/29/03 and 1/30/03 | <ul style="list-style-type: none"> • Advance notification is necessary • For downlink locations, registration contacts, or more information see: www.epa.gov/safewater/dwa/satellite.html |
| EPA | Clean Water/Drinking Water Closing the Gap: Innovative Responses for Sustainable Water Infrastructure Forum | Marriott at Metro Center Ballroom 775 12 th St. NW Washington, DC 20005 | 1/ 31/ 2003 | <ul style="list-style-type: none"> • Open to Public • To register send an e-mail to closingthegap@cadmusgroup.com with the name, title, and organization of each person attending • For more information see: www.epa.gov/water/gap_forum.html |
| NDWAC | Contaminant Candidate List Classification Process Work Group | RESOLVE, Inc. 1235 23 rd St. NW Suite 275 Washington, DC | 2/5/03-2/6/03 | <ul style="list-style-type: none"> • Contact RESOLVE at (202) 944-2300 to attend |

Frequently Asked Qs & As

This section provides answers to frequently asked questions not necessarily represented in one of the Top Ten Topic categories.

Q: *We are in the process of buying a house with a well and the present owner shocked the well with bleach. Is there guidance about the practice of shocking a well?*

A: The local public health department can provide guidance on well disinfection using shock chlorination. The American Ground Water Trust (AGWT) and the Water Systems Council (WSC) can also provide assistance with well disinfection. Contact the AGWT at (800) 423-7748 or visit their Web site at www.agwt.org/index.htm. Contact the WSC at (888) 395-1033 or visit their Web site at www.watersystemscouncil.org.

Q: *My neighbors and I are experiencing a type of oily residue in our water. We have notified our water department, but nothing has been resolved. Who should I notify regarding this problem?*

A: The state drinking water program office handles all complaints and enforcement situations against public water systems. They are the regulatory authority for all public water systems in the state and should be able to help you with this problem. State drinking water program office contact information is available at www.epa.gov/safewater/dwinfo.htm.

Q: *Where can I obtain a list of water coolers that are not lead-free?*

A: A list of water coolers that are known to have lead components can be found in the document titled Lead in School Drinking Water Coolers Fact Sheet, EPA810-F-90-021. This list was published in the Federal Register on January 18, 1990 (55 FR 1772) and includes the companies that manufacture the water coolers and the model numbers.

Q: *A community water system that exceeds the lead action level on the basis of tap water samples must deliver pamphlets and/or brochures that contain public education material to facilities and organizations (40 CFR 141.85(c)(2)(iii)). What type of organizations and facilities will satisfy this requirement?*

A: Facilities and organizations include Women, Infants and Children (WIC) and /or Head Start programs (if available); public and private hospitals or clinics; family planning clinics; and local welfare agencies (Lead in Drinking Water Regulation: Public Education Guidance, EPA816-R-02-010, June 2002).

Q: *As a community water system, how do we inform our customers of an exceedance of the lead action level if our billing cycle falls outside the 60-day requirement?*

A: A community water system having a billing cycle that does not include a billing within 60 days of exceeding the action level, or that cannot insert information in the water utility bill without making major changes to its billing system, may use a separate mailing to deliver the information as long as the information is delivered to each customer within 60 days of exceeding the action level (40 CFR 141.85(c)(2)(i)).

Q: *Are storm water wells covered under the Underground Injection Control Program?*

A: Drainage wells used to drain surface fluids, primarily storm runoff, into a subsurface formation are considered Class V underground injection wells and subject to the Underground Injection Control Program (40 CFR 144.81(4)).

Q: *A community water system (CWS), using chlorine dioxide as a disinfectant, draws routine daily monitoring samples for chlorite at the entrance to the distribution system. If a CWS exceeds the MCL for chlorite, what additional monitoring must the system conduct?*

A: On each day following a routine sample monitoring result that exceeds the chlorite MCL at the entrance to the distribution system, the system is required to take three chlorite distribution system

samples at the following locations: as close to the first customer as possible, in a location representative of average residence time, and as close to the end of the distribution system as possible. This follow-up monitoring is in addition to the daily sample required at the entrance to the distribution system (40 CFR 141.132(b)(2)).

Q: *The Public Health Security and Bioterrorism Preparedness and Response Act requires community water systems to complete a vulnerability assessment (VA). What are the deadlines for submitting a vulnerability assessment to EPA?*

A: Community water systems serving a population of 100,000 or more must submit VAs to EPA by March 31, 2003. Community water systems serving a population of 50,000 or more but less than 100,000 must submit VAs to EPA by December 31, 2003. Community water systems serving a population greater than 3,300 but less than 50,000 must submit VAs to EPA by June 30, 2004.

Q: *The Public Health Security and Bioterrorism Preparedness and Response Act requires community water systems to submit a completed vulnerability assessment (VA) to EPA. Is EPA currently accepting vulnerability assessments?*

A: According to the EPA's Water Protection Task Force, EPA is not currently accepting vulnerability assessments. Community water systems will be

notified when and how to submit a completed assessment. [Editors Note: As of January 2003, EPA is accepting VAs. Guidance on the certification and submission of vulnerability assessments is available at www.epa.gov/safewater/security/community.html.]

Q: *Under the Public Health Security and Bioterrorism Preparedness and Response Act of 2002 ("the Bioterrorism Act"), all community water systems serving populations greater than 3,300 persons must conduct vulnerability assessments. With respect to the Bioterrorism Act, what determines the population served?*

A: According to EPA's Water Protection Task Force, this determination will be consistent with the data reported to SDWIS. EPA will rely on the data submitted through the state for the July 1, 2002, SDWIS run. Although there are some basic guidelines specific to SDWIS reporting, individual states may vary in precisely how they determine the population served.

[This represents a correction to a Q&A published in the October 2002 Monthly Report]

Did You Know?

Nearly 70 percent of Californians drink bottled water, which nationwide is a \$6 billion industry. And by the end of this year, bottled water will have moved past milk, coffee, and beer to become the second most popular beverage behind soft drinks, according to the Beverage Marketing Corporation.

San Francisco Chronicle, Monday, January 27, 2003

Clarification of the Arsenic Standard

On December 23, 2002, EPA proposed to revise the rule text that established the 10 parts per billion (ppb) arsenic drinking water standard to express the standard as 0.010 mg/L instead, in order to clarify the implementation of the original rule (67 FR 78203). EPA developed the following questions and answers to address the proposed revision.

Q. *Is EPA changing the public health standard for arsenic in drinking water?*

A. No, EPA is today affirming that the compliance standard for arsenic is 10 ppb and that this is the standard which water providers must meet by January 2006.

Q. *If the public health standard remains unchanged, why is EPA taking this action today?*

A. In today's action, EPA is making clear that when a monitoring result is expressed in milligrams per liter (mg/L) rather than ppb, that any monitoring result greater than 0.010 mg/L is a violation of the January 2001 arsenic standard. To assure that this clarification extends to the regulatory text for arsenic and to remove any implementation uncertainty relating to this issue, EPA is proposing a technical amendment to the arsenic maximum contaminant level (MCL) to express it as 0.010 mg/L. The comment period for this proposal is 30 days.

Q. *Are any systems affected by this action?*

A. No, this rule merely helps states, who must adopt EPA regulations exactly as written, avoid any ambiguity that the new arsenic standard is 10 ppb and not a range of 10 to 14 ppb. This action would not impose any new costs on systems because it was developed, costed, and evaluated as 10 ppb.

Q. *What issue is open for public comment?*

A. EPA is requesting comment only on the revision of the rule text to express the arsenic MCL as 0.010 mg/L. EPA is not requesting comment on any other issue associated with the arsenic standard or its implementation, and EPA will not respond to any comments other than those concerning the proposal to express the arsenic MCL as 0.010 mg/L.

Monthly Summary of Hotline Service

| | |
|---|-------|
| Total number of calls answered | 1,374 |
| Total number of emails received | 236 |
| Average wait time (in seconds) | 0:23 |
| Percent of calls satisfied immediately | 99.9% |
| Percent of all calls answered in < 1 min | 89.7% |
| Percent of callbacks answered in 5 days | 100% |
| Percent of emails answered in 5 days | 100% |
| Number of times callers listened to recorded message about local DW quality | 1,068 |
| Number of times callers listened to recorded message about arsenic rule | 35 |

Comparison to Previous Years

| | Calls | Emails |
|---------------|-------|--------|
| December 2002 | 1,374 | 236 |
| December 2001 | 1,033 | 248 |

Top Ten Referrals

| Inquiry Referred to: | Number of Referrals | Percent of Total* Referrals |
|----------------------------|---------------------|-----------------------------|
| 1. State Lab Certification | 235 | 20 |
| 2. Local Water System | 197 | 17 |
| 3. EPA Internet | 130 | 11 |
| 4. State PW SS | 102 | 9 |
| 5. NSF/WQA/UL | 96 | 8 |
| 6. AGWT/WSC | 94 | 8 |
| 7. Local Public Health | 83 | 7 |
| 8. Other Hotlines | 40 | 3 |
| 9. EPA Regions | 33 | 3 |
| 10. Other State | 31 | 3 |

*1,183 total referrals to other resources, agencies, and organizations were provided by the Hotline in December 2002.

Customer Profiles

| Customer | Calls | Emails |
|------------------------------------|--------------|------------|
| Analytical Laboratories | 9 | 3 |
| Citizen - Private Well | 221 | 28 |
| Citizen - PWS | 836 | 106 |
| Consultants/Industry/Trade (DW) | 57 | 13 |
| Consultants/Industry/Trade (Other) | 51 | 28 |
| Environmental Groups | 6 | 2 |
| EPA | 13 | 0 |
| Other Federal Agency | 10 | 5 |
| Government, Local | 2 | 2 |
| Government, State | 20 | 7 |
| Government, Tribal | 1 | 1 |
| Spanish Speaking | 3 | 0 |
| International | 3 | 9 |
| Media | 7 | 0 |
| Medical Professional | 6 | 1 |
| Public Water System | 94 | 9 |
| Schools/University | 21 | 21 |
| Other | 14 | 1 |
| TOTALS | 1,374 | 236 |

Daily Call Data

| | Total Calls Answered | Average Wait Time mm:sec |
|---------------|----------------------|--------------------------|
| 2-December | 97 | 00:46 |
| 3-December | 70 | 00:17 |
| 4-December | 91 | 00:25 |
| 5-December | 64 | 00:30 |
| 6-December | 68 | 00:22 |
| 9-December | 77 | 00:25 |
| 10-December | 64 | 00:18 |
| 11-December | 59 | 00:18 |
| 12-December | 60 | 00:25 |
| 13-December | 163 | 00:24 |
| 16-December | 79 | 00:18 |
| 17-December | 65 | 00:25 |
| 18-December | 58 | 00:19 |
| 19-December | 64 | 00:31 |
| 20-December | 50 | 00:10 |
| 23-December | 53 | 00:13 |
| 24-December | 15 | 00:30 |
| 26-December | 28 | 00:13 |
| 27-December | 44 | 00:29 |
| 30-December | 65 | 00:16 |
| 31-December | 40 | 00:13 |
| TOTALS | 1,374 | 00:23 |

Topic Categories

| Category | Calls | Emails |
|--|-------|--------|
| Microbials/Disinfection Byproducts | | |
| Chlorine | 11 | 2 |
| Coliforms | 118 | 2 |
| Cryptosporidium | 12 | 0 |
| Disinfection/Disinfection Byproducts (Other) | 10 | 3 |
| Disinfection – Home Water | 8 | 2 |
| Other Microbials | 13 | 3 |
| Surface Water Treatment (SWTR, ESWTR, LT1FBR) | 23 | 1 |
| Trihalomethane (THM) | 4 | 5 |
| Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC) | | |
| Arsenic | 23 | 11 |
| Fluoride | 4 | 3 |
| Methyl- <i>tertiary</i> -butyl-ether (MTBE) | 6 | 2 |
| Perchlorate | 6 | 3 |
| Phase I, II & V | 30 | 4 |
| Sodium Monitoring | 2 | 1 |
| Sulfate | 0 | 0 |
| Lead and Copper | | |
| Copper | 9 | 2 |
| Lead | 80 | 3 |
| Lead Contamination Control Act (LCCA)/Lead Ban | 7 | 0 |
| Radionuclides | | |
| Radionuclides (Other) | 10 | 4 |
| Radionuclides (Radon) | 31 | 3 |
| Secondary DW Regulations | | |
| Secondary DW Regulations | 25 | 6 |
| SDWA Background/Overview | | |
| Definitions & Applicability | 14 | 4 |
| MCL List | 31 | 6 |
| Other Background | 31 | 24 |
| SDWA | 14 | 1 |

| Category | Calls | Emails |
|---|--------------|------------|
| Water on Tap | 9 | 0 |
| Other DW Regulations | | |
| Analytical Methods (DW) | 18 | 6 |
| Contaminant Candidate List/ Drinking Water Priority List | 2 | 0 |
| Consumer Confidence Report (DW) | 50 | 10 |
| DW Primacy (PWS) | 1 | 0 |
| Operator (PWS) Certification | 2 | 0 |
| Other Drinking Water Security | 11 | 10 |
| Public Notification (PWS) | 83 | 2 |
| Security Planning Grants | 8 | 4 |
| State Revolving Fund (DW) | 1 | 1 |
| Unregulated Contaminant Monitoring Rule (UCMR) | 48 | 4 |
| Other Drinking Water | | |
| Additives Program | 2 | 3 |
| Bottled Water | 22 | 10 |
| Complaints about PWS | 31 | 10 |
| Compliance & Enforcement (PWS) | 13 | 6 |
| Home Water Treatment Units | 90 | 12 |
| Infrastructure/Cap. Development | 2 | 3 |
| Local DW Quality | 176 | 35 |
| Tap Water Testing | 254 | 21 |
| Treatment/BATs (DW) | 5 | 2 |
| Drinking Water Source Protection | | |
| Ground Water Rule | 5 | 0 |
| Sole Source Aquifer | 2 | 2 |
| Source Water/Wellhead Protect. | 11 | 3 |
| UIC Program | 6 | 4 |
| Out of Purview | | |
| Household Wells | 118 | 13 |
| Non-Environmental | 38 | 5 |
| Non-EPA Environmental | 42 | 13 |
| Other EPA (Programs) | 73 | 19 |
| TOTALS | 1,645 | 293 |

SAFE DRINKING WATER HOTLINE MONTHLY REPORT

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APPENDIX A: FEDERAL REGISTER SUMMARIES

PROPOSED RULES

“Semiannual Regulatory Agenda”

December 9, 2002 (67 FR 75168)

EPA published the “Semiannual Regulatory Agenda” to update the public about: (1) regulations and major policies currently under development; (2) reviews of existing regulations and major policies; and (3) regulations and major policies completed or canceled since the last Agenda.

“Minor Clarification of National Primary Drinking Water Regulation for Arsenic”

December 23, 2002 (67 FR 78203)

EPA proposed to revise the rule text that established the 10 parts per billion (ppb) arsenic drinking water standard to express the standard as 0.010 mg/L instead, in order to clarify the implementation of the original rule.

NOTICES

“Notice of Data Availability; National Primary and Secondary Drinking Water Regulations: Approval of Analytical Methods for Chemical and Microbiological Contaminants; Additional Information on the Colitag Method”

December 2, 2002 (67 FR 71520)

On March 7, 2002, EPA published “Unregulated Contaminant Monitoring Regulation: Approval of Analytical Method for Aeromonas; National Primary and Secondary Drinking Water Regulations: Approval of Analytical Methods for Chemical and Microbiological Contaminants; Proposed Rule.” After the close of the public comment period on the March 7 proposed rule, EPA received additional information from CPI International, developers of Colitag™, relevant to the performance of the method. With this notice, EPA is inviting comments on this additional information and must receive such comments, in writing, by January 2, 2003.

“Announcement of a Meeting of the Microbial and Disinfections Byproducts Advisory Committee”

December 2, 2002 (67 FR 71548)

EPA announced a meeting of the Microbial and Disinfection Byproducts Advisory Committee established under the Safe Drinking Water Act, as amended (42 U.S.C. 300f et seq.). The purpose of this meeting is to provide an update to the Committee on the status of the Long Term 2 Enhanced Surface Water Treatment Rule and the Stage 2 Disinfection Byproducts Rule. The meeting will be held on December 13, 2002.

**“Meeting of the National Drinking Water Advisory Council”
December 2, 2002 (67 FR 71549)**

EPA announced a conference call meeting of the National Drinking Water Advisory Council, established under the Safe Drinking Water Act, as amended (42 U.S.C. 300f et seq.). The Council will discuss underground injection control with respect to the practice of hydraulic fracturing for coal-bed methane production. The meeting will be held on December 12, 2002.

**“National Primary Drinking Water Regulations: Minor Revisions to Public Notification Rule, Consumer Confidence Report Rule and Primacy Rule”
December 9, 2002 (67 FR 73011)**

EPA announced minor corrections to the rulemaking issued on Wednesday, November 27, 2002 (67 FR 70850). The corrections occur in document 02-30117, beginning on page 70850.

**“Public Water Supervision Program Revision for the State of Tennessee”
December 17, 2002 (67 FR 77271)**

EPA announced that the State of Tennessee revised its approved Public Water System Supervision Program. Tennessee has adopted drinking water regulations that incorporate the requirements of the Filter Backwash Recovery Rule and the Radionuclides Rule. EPA determined that these revisions are no less stringent than the corresponding federal regulations and, therefore, intends to approve this state program revision.

**“Notice of Intent To Grant an Exemption for the Injection of Certain Hazardous Wastes to Environmental Disposal Systems, Inc. for Two Injection Wells Located at 28470 Citrin Drive, Romulus, MI”
December 20, 2002 (67 FR 77981)**

EPA proposed to grant an exemption from the ban on disposal of hazardous wastes through injection wells to Environmental Disposal Systems Inc. (EDS) of Birmingham, Michigan. If the exemption is granted, EDS may inject all Resource Conservation and Recovery Act regulated hazardous wastes through waste disposal wells 1-12 and 2-12. EPA requests public comments on this proposed decision. Comments will be accepted until January 22, 2003.

**“EPA Science Advisory Board Executive Committee; Notification of Public Advisory Committee Meeting”
December 26, 2002 (67 FR 78801)**

EPA announced that the Executive Committee of the U.S. EPA Science Advisory Board will meet on Tuesday, January 14, 2003 and Wednesday, January 15, 2003. One purpose of the meeting includes taking action on the Drinking Water Committee report titled, “Long Term Enhanced Surface Water Treatment Rule Proposal and Stage II Disinfection/Disinfectant By-Product (DBP) Rule Proposal: An SAB Report.”

**“Agency Information Collection Activities: Proposed Collection; Comment Request; Safe Drinking Water Act State Revolving Fund Program”
December 30, 2002 (67 FR 79604)**

EPA announced that it is planning to submit the Information Collection Request (ICR) entitled, “Safe Drinking Water Act State Revolving Fund Program,” EPA ICR No. 1803.04, to the Office of Management and Budget (OMB). The current ICR, OMB No. 2040-0185, expires June 30, 2003. Comments must be submitted by February 28, 2003.

**“Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the Commonwealth of Pennsylvania”
December 30, 2002 (67 FR 79631)**

EPA announced that the Commonwealth of Pennsylvania is revising its approved Public Water System Supervision Program. Pennsylvania has adopted an Interim Enhanced Surface Water Treatment Rule to improve control of microbial pathogens in drinking water, and a Stage 1 Disinfectants/Disinfection Byproducts Rule, setting new requirements to limit the formation of chemical disinfection byproducts in drinking water. EPA has determined that these revisions are no less stringent than the corresponding federal regulations outside of two minor omissions to their regulations. These omissions are being addressed; therefore, EPA decided to tentatively approve these program revisions.

**“Extension of Comment Period for ‘Notice of Data Availability; National Primary and Secondary Drinking Water Regulations: Approval of Analytical Methods for Chemical and Microbiological Contaminants; Additional Information on the Colitag Method’”
December 31, 2002 (67 FR 79898)**

EPA announced that it has extended the public comment period for the December 2, 2002 Notice of Data Availability concerning approval of the Colitag Method (67 FR 71520). EPA now must receive public comment, in writing, by January 17, 2003.